



DEPARTMENT OF VETERANS AFFAIRS
ASSISTANT SECRETARY FOR HUMAN RESOURCES AND ADMINISTRATION
WASHINGTON DC 20420

JUL 28 2006

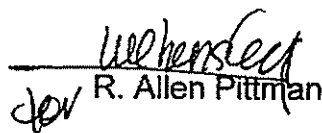
MEMORANDUM TO UNDER SECRETARIES, ASSISTANT SECRETARIES,
OTHER KEY OFFICIALS, AND FIELD FACILITY DIRECTORS

SUBJECT: Implementation of the Management Satisfaction Survey on Permanent
Competitive Title 5 Hiring

The Director of the Office of Personnel Management (OPM) recently sent a memorandum to all Federal Chief Human Capital Officers (CHCOs) announcing the release of the CHCO Council's Management Satisfaction Survey on permanent competitive title 5 hiring. This survey is based upon criteria developed by the CHCO Council and is part of the Governmentwide effort to improve the Federal hiring process. Beginning August 1, 2006, VA officials receiving certificates of such candidates for selection consideration will be asked to provide anonymous responses that focus on satisfaction with the job announcement, resume contents, applicant quality and quantity, and hiring flexibilities available to obtain the candidate of choice. The online survey responses should take less than 5 minutes to complete.

The aggregate data derived from this survey will be provided to the Office of Personnel Management and the Office of Management and Budget in support of key Proud To Be objectives for VA's strategic human capital management. The attached Human Resources Management Letter provides implementing instructions to servicing human resources offices for administering completion of this title 5 hiring satisfaction survey.

Should you have questions regarding this survey, please contact the Recruitment and Placement Policy Service (059), Office of Human Resources Management and Labor Relations at (202) 273-9827.


R. Allen Pittman

Attachment



DEPARTMENT OF VETERANS AFFAIRS
DEPUTY ASSISTANT SECRETARY FOR
HUMAN RESOURCES MANAGEMENT AND LABOR RELATIONS
WASHINGTON DC 20420

JUL 20 2006

HUMAN RESOURCES MANAGEMENT LETTER NO. 05-06-05

**Instructions Concerning the Implementation of the Management Satisfaction Survey
on Permanent Competitive Title 5 Hiring**

1. Purpose. This Human Resources Management Letter (HRML) provides instructions to Department of Veterans Affairs (VA) servicing human resources (HR) officials on the implementation of the Management Satisfaction Survey on permanent competitive title 5 hiring.

2. Background. Federal Chief Human Capital Officers (CHCOs) are instituting this Management Satisfaction Survey as part of a broad effort to improve the Federal hiring process. Along with other departments and agencies, VA is to implement the use of this online survey with hiring officials. The aggregate data derived from the survey will be provided to the Office of Personnel Management (OPM) and the Office of Management and Budget in support of key Proud To Be objectives for VA's strategic human capital management.

3. Procedures.

a. Beginning August 1, 2006, VA HR offices are to distribute a Management Survey Acknowledgement Form (sample attached) with Delegated Examining Unit (DEU) and OPM certificates of eligibles for all permanent competitive title 5 recruitment actions.

b. HR offices are to instruct VA hiring officials to complete the survey online after completing action on the hiring certificate at the following website: <http://study.opm.gov/mss/>. VA officials completing the online survey will be asked to provide anonymous responses that focus on satisfaction with the job announcement, resume contents, applicant quality and quantity, and hiring flexibilities available to obtain the candidate of choice. The online survey responses should take 5 minutes or less to complete.

c. VA hiring officials should return a completed Management Survey Acknowledgement Form along with the hiring certificate to their HR servicing office.

d. HR offices are to retain the completed survey acknowledgement forms for later review.

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e. VA will use survey data collected through August 31, 2006, to establish its baseline. OPM will provide survey results to VA and other departments and agencies in early September 2006. VA will use this baseline data to set targets and identify strategies for improving hiring processes, and must submit a Departmental report to OPM by September 30, 2006.

f. VA must also submit a status report to OPM in January 2007 on its progress in improving hiring processes.

4. Questions. Questions relative to the contents of this HRML may be referred to Recruitment and Placement Policy Service (059), Office of Human Resources Management and Labor Relations, through email to staffingpolicy059/vaco@mail.va.gov, or by telephone to 202-273-9827 for referral to an HR Specialist.



Willie L. Hensley

Attachment

SAMPLE MANAGEMENT SATISFACTION SURVEY ACKNOWLEDGEMENT FORM

(Print on VA Form 2105, VA Memorandum, and attach to Certificate of Eligibles)

Date:

From: HR Officer

Subj: CHCO Council Management Satisfaction Survey for Vacancy Number:

To: VA Hiring Official

The Federal Chief Human Capital Officers (CHCO) Council has developed a survey to obtain managers' views on the hiring process in their organizations. This is another step in making meaningful improvements in VA and Federal-wide hiring processes. The survey focuses on both the quality of candidates certified for hiring and the hiring flexibilities available to selecting officials. Data from this survey will be used to help us meet our Department's hiring objectives. I am requesting each of our hiring officials take the following actions for every certificate issued to them for permanent title 5 competitive recruitment actions:

- Complete the survey located at: <http://study.opm.gov/mss/>. This should take 5 minutes or less. Your responses will remain anonymous and will only be reflected in aggregate data.
- Verify that you have completed this survey by signing and dating this memo in the space below and returning it to the servicing HR Office along with the completed certificate.

Hiring Official's Signature

Date